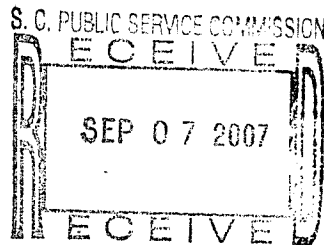


STATE OF SOUTH CAROLINA

(Caption of Case)

BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA

COVER SHEET



DOCKET

NUMBER: 2007-326-C

(Please type or print)

Submitted by: FLATEL, Inc.

SC Bar Number: _____

Address: 2300 Palm Beach Lakes Blvd

Telephone: 561-688-2525

Suite 100

Fax: 561-688-7334

West Palm Beach, FL 33409

Other: Ext 102

Email: Flatelinc@aol.com

NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition ☐ Request for item to be placed on Commission's Agenda expeditiously

☐ Other: _____

INDUSTRY (Check one)	NATURE OF ACTION (Check all that apply)		
<input type="checkbox"/> Electric	<input type="checkbox"/> Affidavit	<input type="checkbox"/> Letter	<input type="checkbox"/> Request
<input type="checkbox"/> Electric/Gas	<input type="checkbox"/> Agreement	<input type="checkbox"/> Memorandum	<input type="checkbox"/> Request for Certificatio
<input type="checkbox"/> Electric/Telecommunications	<input type="checkbox"/> Answer	<input type="checkbox"/> Motion	<input type="checkbox"/> Request for Investigator
<input type="checkbox"/> Electric/Water	<input type="checkbox"/> Appellate Review	<input type="checkbox"/> Objection	<input type="checkbox"/> Resale Agreement
<input type="checkbox"/> Electric/Water/Telecom.	<input type="checkbox"/> Application	<input type="checkbox"/> Petition	<input type="checkbox"/> Resale Amendment
<input type="checkbox"/> Electric/Water/Sewer	<input type="checkbox"/> Brief	<input type="checkbox"/> Petition for Reconsideration	<input type="checkbox"/> Reservation Letter
<input type="checkbox"/> Gas	<input type="checkbox"/> Certificate	<input type="checkbox"/> Petition for Rulemaking	<input type="checkbox"/> Response
<input type="checkbox"/> Railroad	<input type="checkbox"/> Comments	<input type="checkbox"/> Petition for Rule to Show Cause	<input type="checkbox"/> Response to Discovery
<input type="checkbox"/> Sewer	<input type="checkbox"/> Complaint	<input type="checkbox"/> Petition to Intervene	<input type="checkbox"/> Return to Petition
<input checked="" type="checkbox"/> Telecommunications	<input type="checkbox"/> Consent Order	<input type="checkbox"/> Petition to Intervene Out of Time	<input type="checkbox"/> Stipulation
<input type="checkbox"/> Transportation	<input type="checkbox"/> Discovery	<input type="checkbox"/> Prefiled Testimony	<input type="checkbox"/> Subpoena
<input type="checkbox"/> Water	<input type="checkbox"/> Exhibit	<input type="checkbox"/> Promotion	<input type="checkbox"/> Tariff
<input type="checkbox"/> Water/Sewer	<input type="checkbox"/> Expedited Consideration	<input type="checkbox"/> Proposed Order	<input checked="" type="checkbox"/> Other:
<input type="checkbox"/> Administrative Matter	<input type="checkbox"/> Interconnection Agreement	<input type="checkbox"/> Protest	
<input type="checkbox"/> Other:	<input type="checkbox"/> Interconnection Amendment	<input type="checkbox"/> Publisher's Affidavit	
	<input type="checkbox"/> Late-Filed Exhibit	<input type="checkbox"/> Report	

RECEIVED

SEP 07 2007

PSC SC
DOCKETING DEPT.



Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center, Suite 100
West Palm Beach, FL 33409

RECEIVED

SEP 07 2007

PSC SC
DOCKETING DEPT.

Abby Matari
P. 561-688-2525
F. 561-688-7334
E. Amatori@Flatel.net
W. www.Flatel.net

Posted: ted

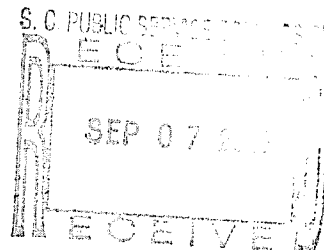
Dept: S.A. 40RS

Date: 9/7/07

Time: 1:35

August 13, 2007

Leonard G. Canalini
Manager – Wholesale Claims and Collections
Verizon
Wholesale Claims & Collections
38th Street Room 1707
New York, NY 10016
(212) 499-0470



RE: FLATEL, Inc.

Dear Madams and Sirs,

I am attaching for your review, years of correspondence from FLATEL requesting assistance from Verizon which have gone unanswered. We are currently seeking legal counsel and a strategy to this matter as we have exhausted every conceivable approach possible. FLATEL is seriously considering pursuing this matter in the court of law if an agreement cannot be made with Verizon to resolve the issues we have had for years.

The emails and the disputes I have brought before you are true and what we believe to be just. Our attorneys have reviewed and are prepared to file for damages should this have to be resolved in a court of law. This is a very humble attempt to bring before Verizon an offer of compromise to prevent time, money, extensive research and trouble for everyone involved.

FLATEL has requested to receive its bills from Verizon in the proper format (CABS BOS BDT). The only bill it receives correctly is the New Jersey CD's, all of the others are incorrect. After being able to read the NJ CDs, we have found that the blocks assigned by Verizon do not work. We are assuming the same for all of the other states. We have requested the CDs and help with ISOC codes on many occasions.

After reviewing the CDs that are in the correct format, we hired a third party company to analyze our accounts with all of the Carriers we do business with, we have found and identified that our current Verizon bill in all states totals \$37,634.10. FLATEL is currently only servicing 552 active Verizon customers at this time which averages about \$68.18 per customer. We estimate that we are being erroneously over charged by almost \$20 per customer. We have the proof and made many attempts to dispute these charges in the past but they have all been rejected and returned. We are at liberty to bring this matter before the Public Service Commission of each state that Verizon is erroneously billing for its Services and we have the information to support our findings.

FLATEL is a prepaid Telephone Service Provider that offers service to its customers at a flat rate. Our prices are set and do not change from month to month. FLATEL uses a block provided by Verizon for any and all features and services which we know now does not work. We have tried to notify Verizon of this problem and we have found similar situations with Sprint and BellSouth

which have both acknowledged our findings and amicably resolved and settled the disputes outside of court. If you are considering challenging our findings, I will gladly provide correspondence from both companies upon request.

The additional demand of an additional \$257,482.80 may be cause for irreparable financial hardship and bankruptcy to our company in direct contradiction to the spirit and meaning of the Telecommunication Act of 1996 (the "1996 Act"), which was intended to promote competition in local exchange service markets.

Our findings have brought us to our position that Verizon is responsible of Erroneous billing of CLEC's in violation of numerous Federal and State statutes, using software which precludes our company so situated from being able to make appropriate entries, threatening and shutting off the WISE service, threatening and shutting off the line services, not giving us the proper credits due and establishing what can only be considered offensive dispute resolution procedures that are costly and time consuming.

We are requesting at this point that Verizon take no action until some of the above mentioned matters can be resolved amicably. FLATEL will continue to pay its normal bill without what feel to be "overcharges". Please respond to this letter or see to it that this letter is delivered to your legal department and have one of your lawyers contact us immediately. We are at this point, attempting to avoid any expensive litigation and will be requesting Verizon through its CEO and board of directors, to address and resolve the matter. FLATEL would also consider immediate mediation of these matters so this can be resolved in a friendlier and cost effective fashion.

FLATEL has always attempted to come to reasonable resolutions in the past of all matters that may be in dispute and will continue to do so. However, at this point we are being forced into a position of having to escalate these matters further through appropriate actions before various regulatory authorities and/ or appropriate legal action in State or Federal Court.

We take these matters seriously and hope you will see to it that it gets immediate attention. Please contact our office immediately as to how you wish to proceed in this matter with appropriate notice of any actions that your company intends to take that would restrict service in anyway to our company.

Sincerely,



Mr. Abby Matari
CEO / Corporate Development

cc: Alan K. Marcus, Esq.

Subj: **Re: New CLEC Activity for Verizon (Flatel Inc. - 904)**
 Date: 8/5/2004
 To: virgilio.gascon@verizon.com, resale-west-support@verizon.com, terri.damman@verizon.com
 CC: ASolar@Flatel.net

To whom it may concern:

Please contact me regarding the email correspondence to my counterpart Ms Adriana Solar I have attached below:

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards,

Mr. Abby Matari

CEO / Corporate Development

FLATEL, Inc.

Florida Telephone Co.

Telephone USA

2300 Palm Beach Lakes Blvd.

Executive Center Suite 210

West Palm Beach, FL 33409

E http://AMatari@flatel.net/

P 561-688-2525 x 02

F 561-688-7334

<http://www.flatel.net/>

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Virgilio A. Gascon

To: asolar@flatel.net

cc: RESALE-WEST-SUPPORT, Terri L. Damman/EMPL/IN/Verizon@VZNotes

07/14/2004 09:27

Subject: New CLEC Activity for Verizon (Flatel Inc. - 904) AM

Adriana,

According to our records you used to do business as Florida Telephone Company (Same OCN - 6983 and Same RAO - 904) and that we processed some of your data in the Florida environment. It appears that back around June 2001 a Rhonda Bigelow tried to contact you and received no answer back from your old company. As a result, we redirected your Florida data to the dump file. Because your new company is using the same OCN and same RAO, your Florida data is still being dumped today. Because your company is now Flatel Inc. and not Florida Telephone Company, you may do things differently. So I want to give you a chance to decide whether you want your data this time. For now I will change our table so that your Florida data is not being directed to the dump file and I will try to retrieve the Florida data as far back as I can. As for the Southeast data (NC & SC), we just started processing records in this environment so we have all that data. Like what I said in the email below, if I do not hear from you within 60 days, I will call you to inform you that we will be dumping your data.

=====
 Virgilio A. Gascon, Jr.
 CBSS Usage/TEMPO
 Verizon Data Services

Phone: (813) 978-2791
 FAX: (813) 632-5979
 Mailcode: FLTDSF3Q

=====
 Virgilio A. Gascon

To: asolar@flatel.net

cc: RESALE-WEST-SUPPORT, Terri L. Damman/EMPL/IN/Verizon@VZNotes

07/14/2004 09:27

Friday, July 6, 2007 America Online

Subject: New CLEC Activity for Verizon (Flatel Inc. - 904) AM

Adriana,

Recently we started processing Local and IntraLATA Toll resale usage records for Flatel Inc. in the Southeast. I have attached a document (in Word) detailing the Local and IntraLATA Toll resale usage records which can be sent to you from Verizon West. Please read through the documentation and browse the Wise Web site for additional information, as listed in the document.

Per your company's profile, you are the usage contact and you want to receive these files via Connect Enterprise. Please confirm by contacting me at the e-mail address RESALE-WEST-SUPPORT@core.verizon.com.

Receiving these files is optional. If I don't hear from you within 60 days, I will contact you via a phone call to give you one last chance before dumping your data. Once the records are dumped, they cannot be retrieved.

If you have any questions or require additional information, please let me know.

(See attached file: USAGEINFO.doc)

=====

Virgilio A. Gascon, Jr.
CBSS Usage/TEMPO
Verizon Data Services

Phone: (813) 978-2791
FAX: (813) 632-5979
Mailcode: FLTDSF3Q

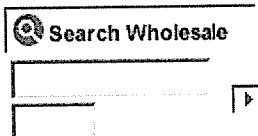
=====

Friday, July 6, 2007 America Online

Subj: **Verizon Claims / Disputes Access UserID: AM09270401**
Date: 9/29/2004
To: wholesale.claims.access@core.verizon.com

I am not able to access the site, the message I receive is:

Sign In Error



Your attempts to sign in have been unsuccessful. For your protection, access to your account has been temporarily suspended. If you need assistance, please contact the appropriate help desk.

Verizon Claims / Disputes Access UserID: AM09270401

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards,
Mr. Abby Matari
CEO / Corporate Development
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 210
West Palm Beach, FL 33409
E AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
www.Flatel.net

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Friday, July 6, 2007 America Online

Subj: **Re: Verizon Bill**
Date: 4/12/2005
To: Vsolar@flatel.net, asolar@flatel.net

Adri you should email your contacts about those charges and how to avoid them in the future. Also we need to dispute those charges as well so add it to our pile of disputes so we can get to it...

Adri Solar

From: Adri Solar [ASolar@Flatel.net]
Sent: Tuesday, April 12, 2005 1:57 PM
To: jerri.kaluza@verizon.com
Subject: FLATEL Billing

Hello Jerri,

FLATEL would like to obtain a re-print of our bills preferably on CD or on sort of excel sheet.

We will need all months for Florida and South Carolina through Feb.

For New Jersey we are only missing anything before 12-29-02, 11-29-03 and 10-29-04 and beyond.

Thanks!

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 210
West Palm Beach, FL 33409
E ASolar@Flatel.net
P 561-688-2525 x 104
F 561-688-7334
www.Flatel.net

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Adri Solar

From: Adri Solar [ASolar@Flatel.net]
Sent: Thursday, April 14, 2005 2:55 PM
To: Julius Bradley
Subject: FLATEL, INC

Hey Julius,
I need someone to combine our bills into the least Bans as possible. I think this way it will be easier to manage.
DE please combine 3021201016999 and 3021301010999
NJ please combine 201V371000999, 201X431000999 AND 201Z090237237

Our FL acct is 813972358 and 8131972566 for UNEP
PA is 2151191025999

If they can all be combined please do so under the FL Ban, if not please make sure we only have 1 ban per state.

Thanks!
PS IF this is not something you can do, please let me know who can help

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 210
West Palm Beach, FL 33409
E ASolar@Flatel.net
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Adri Solar

From: Adri Solar [ASolar@Flatel.net]
Sent: Thursday, April 14, 2005 3:11 PM
To: s.m.akhimienho@verizon.com
Subject: RE: Disputes

Hi Sharon,
Abby is not in today, but I know he is having a problem obtaining past billing CD's for our accounts. We have only recently begun to actually submit the disputes and have come to realize that most of the past Verizon Bills that we had received are missing. We contacted billing to obtain re-prints and are now awaiting their response. The disputes that Abby has already submitted are only \$1698.77, but we expect to submit approximately \$61,000.00 as soon as our re-prints arrive.
In the mean time, what do you need for us to do to remain out of collections?

-----Original Message-----

From: s.m.akhimienho@verizon.com [mailto:s.m.akhimienho@verizon.com]
Sent: Thursday, April 14, 2005 2:51 PM
To: Adri Solar
Cc: timothy.kinneen@verizon.com; AMatari@Flatel.net
Subject: RE: Disputes

Hello Adri,

I have attached a current arrearage report. For future reference I can only provide this report if it is regarding an overdue balance for collection purpose. Can you provide me with the total amount of your disputes?

(See attached file: FAL Arrearage 04-14-05.xls).

Sharon Akhimienho
Verizon's Wholesale Collection Representative
Tel (617) 342-2118, FAX (617) 743-8990
E-mail SM.Akhimienho@Verizon.com

"Adri Solar"
<ASolar@Flatel.net>

04/14/2005 02:06
PM

S M.
Akhimienho/EMPL/MA/Verizon@VZNotes
cc

RE: Disputes

Subject

Hello Sharon,

Can you please send me an updated spreadsheet of our balances.
Thanks,
Adri

-----Original Message-----

From: s.m.akhimienho@verizon.com [mailto:s.m.akhimienho@verizon.com]
Sent: Thursday, April 14, 2005 11:13 AM
To: Flatelinc@aol.com
Cc: ASolar@Flatel.net; timothy.kinneen@verizon.com
Subject: Re: Disputes

Mr. Matari, per our telephone conversation 4/12 I need the total amount of all that you wish to dispute for collection purposes.

Flatelinc@aol.com on 04/13/2005 01:34:01 PM

To: S M. Akhimienho/EMPL/MA/Verizon@VZNotes
cc: ASolar@Flatel.net
Subject: Re: Dipsutes

Sarah,

Attached are some of the disputes I mentioned in our conversation that did not load. Please adjust them accordingly and have them loaded and returned to me so I can work from it. Once you have returned it to me where it is working properly, I will then continue to submit my disputes correctly.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards,
Mr. Abby Matari
CEO / Corporate Development
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 210
West Palm Beach, FL 33409
E AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
www.Flatel.net

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Subj: **Re: Verizon New Jersey Deposit**
Date: 4/20/2005
To: william.j.gilbert@verizon.com
CC: ASolar@Flatel.net

Mr. Gilbert,

I greatly appreciate your assistance in this matter. I am not requesting an explanation as to why no one contacted me sooner at this time, simply assistance to proceed as I mentioned. We are not doing any business in NJ and therefore requesting a full refund. FLATEL is not exiting New Jersey, simply a reduction in service.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards,

Mr. Abby Matari

CEO / Corporate Development

FLATEL, Inc.

Florida Telephone Co.

Telephone USA

2300 Palm Beach Lakes Blvd.

Executive Center Suite 210

West Palm Beach, FL 33409

E AMatari@Flatel.net

P 561-688-2525 x 102

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Friday, July 6, 2007 America Online

Subj: **Re: Verizon Letter of Resolution (Acct: 8131972358)(Tracking Number: C0505270...**
Date: 6/9/2005
To: westune.resale.wbcc@verizon.com, judy.rodriquez@verizon.com

FLATEL is requesting that the attached dispute be escalated. We have made many attempts in the past for assistance regarding disputes and received no assistance at any time.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards,

Mr. Abby Matari

CEO / Corporate Development

FLATEL, Inc.

Florida Telephone Co.

Telephone USA

2300 Palm Beach Lakes Blvd.

Executive Center Suite 210

West Palm Beach, FL 33409

E AMatari@Flatel.net

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Adri Solar

From: julius.m.bradley@verizon.com
Sent: Tuesday, June 21, 2005 2:59 PM
To: Adri Solar
Subject: Re: verizon east

Ms. Solar,

Unfortunately, the East does not have a "SCORE". Only the following table is comparable to SCORE:

<http://www22.verizon.com/wholesale/scenarios/0,,,00.html>.

If you look to the right you will see a link for USOC product guide.

Hope that helps.

Thanks,

J Bradley
Customer Focus Mgr.
703 645-1218

"Adri Solar"	To:	Julius M.
<ASolar@Flatel.net>	CC:	
Bradley/EMPL/VA/Verizon@VZNotes	Subject:	verizon east
t>		
06/21/2005 03:31		
PM		

Where do I find Verizon East ISOC info. Like Score for the East?

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 210
West Palm Beach, FL 33409
E ASolar@Flatel.net
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www.Flatel.net

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Subj: **Verizon Disputes 06-11-22**
Date: 11/21/2006
To: wholesale.claims.access@verizon.com
CC: FLATEL

Please apply the adjustments accordingly at your earliest convenience.

Thanks,
Abby

Friday, July 6, 2007 America Online



We never stop working for you.

BILL NO 813 197-2358 000
 INVOICE NO 1972358000-06298
 BILL DATE OCT 25, 2006
 PAGE 21
 ACNA FAL

x x x LOCAL USAGE FOR TN 863 422-4295 SEP 25 06 THRU OCT 24 06 x x x

RATE CATEGORY	QUANTITY	RATE	AMOUNT
LOCAL CALL PLAN			
FL BAY AREA EXTND			
LOCAL USAGE			
CALLS			
EVENING	8	.2174000	

TOTAL LOCAL CALL PLAN CHARGES

TOTAL LOCAL USAGE CHARGES FOR TN 863 422-4295

 TOTAL RESALE USAGE CHARGES FOR TN 863 422-4295

DAY 8AM - 4:59PM EVENING 5PM - 10:59PM NIGHT/WEEKEND 11PM - 7:59AM



We never stop working for you.

BILL NO B13 197-2358 000
 INVOICE NO 1972358000-06298
 BILL DATE OCT 25, 2006
 PAGE 23
 ACNA FAL

* * * LOCAL USAGE FOR TN 863 425-7192 SEP 25 06 THRU OCT 24 06 * * *

RATE CATEGORY	QUANTITY	RATE	AMOUNT
LOCAL CALL PLAN			
FL BAY AREA EXTND			
LOCAL USAGE			
CALLS			
DAY	9	.2174000	1.9566
EVENING	17	.2174000	3.6958

TOTAL LOCAL CALL PLAN CHARGES

TOTAL LOCAL USAGE CHARGES FOR TN 863 425-7192

 TOTAL RESALE USAGE CHARGES FOR TN 863 425-7192 5.66

DAY 8AM - 4:59PM EVENING 5PM - 10:59PM NIGHT/WEEKEND 11PM - 7:59AM

LAST PAGE

Subj: **RE: FLATEL**
Date: 2/28/2007 2:55:08 P.M. Central Daylight Time
From: terry.thompson@verizon.com
To: FLATEL@aol.com

Ok let me check and I'll get back with you

Terry Thompson
Account Manager Wholesale Sales
Verizon Communications - Partner Solutions
918-590-2664
Fax- 918-590-1162
terry.thompson@verizon.com



-----Original Message-----

From: FLATEL@aol.com [mailto:FLATEL@aol.com]
Sent: Wednesday, February 28, 2007 1:49 PM
To: terry.thompson@mci.com
Subject: Re: FLATEL

I spoke with him and he referred me to another number which did not have any idea what to do with me.

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
[E ASolar@Flatel.net](mailto:ASolar@Flatel.net)
P 561-688-2525 x 104
F 561-688-7334
www.Flatel.net

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AOL now offers free email to everyone. Find out more about what's free from AOL at AOL.com.

Friday, July 06, 2007 AOL: FLATEL

Subj: **FLATEL, Inc. FAL/6983**
Date: 3/6/2007 11:45:41 A.M. Central Daylight Time
From: **FLATEL**
To: s.m.akhimienho@verizon.com, terri.damman@verizon.com, terry.thompson@verizon.com,
cheryl.p.kinch@verizon.com, Julius.m.bradley@verizon.com, kim.taylor@verizon.com,
shelley.smithgall@verizon.com, charles.bedran@verizon.com, michelle.d.leuthardt@verizon.com
CC: **FLATEL**

Flatel has some concerns about the ISOC codes and rates we are being billed for. I wanted to try to get us all on the same page, but have been unable to find anyone to help me with ordering. Lets try doing it via email so we can network and possibly come to a solution. I have corresponded with Verizon in the past and voiced my concern over the cost per customer analysis. When we analyzed the amount of the current charges and checked them against the amount of customers we have, the cost per customer came out to almost \$50 per customer.

I am certain we are using the correct Feature Block Codes when processing our orders but the Feature Billing Options continue to invoice us and plague our company with erroneous charges therefore creating billing issues going back some years. I will venture to say and hope that you will agree that \$50 per customer is too much money and I need your help to resolve this matter so we can continue with business as usual and the good relations we have established with Verizon over the last 10 years.

I welcome all those attached in this email to provide their opinions and concerns and "reply to all" when doing so.

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
E ASolar@Flatel.net
P 561-688-2525 x 104
F 561-688-7334
www.Flatel.net

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Subj: **RE: Verizon AOF file uploaded**
Date: 3/7/2007 9:30:38 A.M. Central Daylight Time
From: bdmurp@cgminc.com
To: Flatelinc@aol.com, FLATEL@aol.com

Good morning,

I was on hold for about 20 minutes with the Verizon Partner Solutions Customer Care center and didn't get a hold of anyone. I tried again this morning with the same result. I left a VM for Theresa to call be back for an alternative way to get this resolved. I'll let you know when she calls me back.

Thanks,
Beth

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Wednesday, March 07, 2007 7:19 AM
To: bdmurp@cgminc.com; FLATEL@aol.com
Subject: Re: Verizon AOF file uploaded

please let us know what you hear from her...

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Subj: **RE: block 411 ACT 44510**
Date: 3/8/2007 3:20:07 P.M. Central Daylight Time
From: terry.thompson@verizon.com
To: FLATEL@aol.com

Adri, have forward this to a Sales Engineer to find the pricing I will let you know when I have a reply

Terry Thompson
Account Manager Wholesale Sales
Verizon Communications - Partner Solutions
918-590-2664
Fax- 918-590-1162
terry.thompson@verizon.com



-----Original Message-----

From: FLATEL@aol.com [mailto:FLATEL@aol.com]
Sent: Thursday, March 08, 2007 10:23 AM
To: terri.damman@core.verizon.com; terry.thompson@mci.com
Subject: Fwd: block 411 ACT 44510

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
[E ASolar@Flatel.net](mailto:ASolar@Flatel.net)
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Subj: **FLATEL Verizon Electronic Media**
Date: 3/20/2007 8:53:50 A.M. Central Daylight Time
From: bdmurp@cgminc.com
To: teresa.sinclair@verizon.com
CC: FLATEL@aol.com

Hi Teresa,

We spoke a few weeks ago regarding Flatel and receiving their electronic invoices. I have left you a few messages since then and would really like to get in touch with someone from Verizon who can help us get the media we have requested. Flatel has signed up for BDT on CD on the Verizon site but that is not the media they are receiving. It looks like it is some kind of bill image instead.

The states they have bans in are FL, SC, and NC. We are their 3rd party bill audit and we are currently receiving data for bans 201V371000999 (NJ) and 201X431000999 (NJ). Please let me know what we need to do to get these remaining invoices in the format we have requested.

Please let me know who we should contact, if it not you, so we can get this issue resolved.

Thank you!

Beth Murphy
CGM, LLC
bdmurp@cgminc.com
770-594-3860 ext 225

Subj: **Re: Fwd: CD's Verizon**
Date: 3/20/2007 9:17:00 A.M. Central Daylight Time
From: terri.damman@verizon.com
To: FLATEL@aol.com
CC: terri.damman@verizon.com, vickie.clement@verizon.com

Adir,

I wish I could help, but my group does not know anything about the information you are needing. I have forwarded your email on again. If you are not contacted by the end of the week, please let me know.

Thanks,

Terri Damman
Verizon Data Services Ops/West
EMM - Data Transfer
260-481-1335

FLATEL@aol.com

03/19/2007 03:44 PM To
Terri L.
Damman/EMPL/IN/Verizon@VZNotes
cc
Subject
Fwd: CD's Veroizon

We have not had anyone call us back about the CD formats. This is holding us back from paying our bill in a timely manner. Please help us with the ISOCS and to read our bill.

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
[E ASolar@Flatel.net](mailto:ASolar@Flatel.net)

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----- Message from FLATEL@aol.com on Mon, 12 Mar 2007 10:49:22 EDT -----

To: FLATEL@aol.com

Subject: CD's Veroizon

ISOCs????

Jay Verizon WISE ID for repairs 9736494789
Teresa Sinclair CD's Bill Manager form 2604613034

We are currently receiving our bill via CD, but are having a problem reading the FL, SC and NC Cd's. The NJ cd we receive which says "Bill Manager" is actually the way we need to be receiving the rest. I do not see an option in the profile manager to update this nor do I see anything that says Bill Manager in the FL, SC or NC profiles. Can you please set up all of our billing methods to be the same as our NJ profile?

Thank you!

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
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Friday, July 06, 2007 AOL: FLATEL

Subj: **Re: Fwd: FLATEL Verizon Electronic Media**
Date: 3/20/2007 9:54:05 A.M. Central Daylight Time
From: terri.damman@verizon.com
To: FLATEL@aol.com, bdmurp@cgminc.com
CC: terri.damman@verizon.com

I forwarded Beth's email to Teresa.

The correct email address is teresa.sinclair@verizon.com

Thanks,

Terri Damman
Verizon Data Services Ops/West
EMM - Data Transfer
260-481-1335

FLATEL@aol.com

03/20/2007 10:46 AM To
Terri L.
Damman/EMPL/IN/Verizon@VZNotes
cc

Subject
Fwd: FLATEL Verizon Electronic
Media

Could you please forward this email to the correct department...

If you have questions or concerns regarding this email, please contact our office at the information provided below.

Best Regards,
Ms. Adri Solar
CFO / Chief Financial Officer
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
E ASolar@Flatel.net
P 561-688-2525 x 104
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Friday, July 06, 2007 AOL: FLATEL

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----- Message from "Beth Murphy" <bdmurp@cgminc.com> on Tue, 20 Mar 2007 09:52:21 -0400 -----

To: teresa.sinclair@verizon.com

cc: FLATEL@aol.com

Subject: FLATEL Verizon Electronic Media

Hi Teresa,

We spoke a few weeks ago regarding Flatel and receiving their electronic invoices. I have left you a few messages since then and would really like to get in touch with someone from Verizon who can help us get the media we have requested. Flatel has signed up for BDT on CD on the Verizon site but that is not the media they are receiving. It looks like it is some kind of bill image instead.

The states they have bans in are FL, SC, and NC. We are their 3rd party bill audit and we are currently receiving data for bans 201V371000999 (NJ) and 201X431000999 (NJ). Please let me know what we need to do to get these remaining invoices in the format we have requested.

Please let me know who we should contact, if it not you, so we can get this issue resolved.

Thank you!

Beth Murphy
CGM, LLC
bdmurp@cgminc.com
770-594-3860 ext 225

Subj: **Re: [146] Verizon West DUF files rated**
Date: 7/3/2007 3:34:42 P.M. Central Daylight Time
From: **Flatelinc**
To: Sharon.Foye@one.verizon.com, profile.management@verizon.com
CC: aweemes@cgminc.com, bdmurp@cgminc.com, **FLATEL**

Ms. Foye,

I hope that you will understand when I say that this is not acceptable and I will need this data to support our bill reconciliation. FLATEL is being dramatically overcharged by Verizon and the only way to support our findings is to have this data in the format we requested.

With all due respect, I strongly suggest that you forward this email to your supervisor and have them contact the Technical Department to assist us in this matter.

Best regards,
Mr. Abby Matari
CEO / Corporate Development
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
E AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
www.Flatel.net

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See what's free at AOL.com.

Thursday, July 26, 2007 America Online

Subj: **RE: [146] Verizon West DUF files rated**
 Date: 7/3/2007 4:23:57 P.M. Central Daylight Time
 From: Sharon.Foye@one.verizon.com
 To: Flatelinc@aol.com, profile.management@verizon.com
 CC: aweemes@cgminc.com, bdmurp@cgminc.com, FLATEL@aol.com

Per our conversation,

Verizon uses the CABS BOS Billing Data Tape ("BDT") format, which is the ILEC industry standard for wholesale, for electronic billing.

A CABS BOS BDT file is machine-readable billing data and the format and content of a CABS BOS BDT file is based upon the Carrier Access Billing Systems (CABS) Billing Output Specifications (BOS) which is governed by Telcordia. The CABS BOS standards have expanded to include specifications for CLEC/Reseller billing as well as Access.

Additional information or copies of the Billing Output Specifications (BOS) Volumes must be obtained from Telcordia at 1-800-521-2673. The following volumes outline the BOS formats, current edits and data, Volumes 3 and 4 are necessary in order to develop software and process a CABS BOS BDT file for bill verification. Telcordia should be able to provide you more information on software packages and/or vendors that are available to process this format.

Billing Output Specifications (BOS) Volumes:

<i>Volume 1 - Paper Bill & CSR</i>	<i>(SR-1868)</i>
<i>Volume 1A - Codes & Phrases</i>	<i>(SR-1869)</i>
<i>Volume 2 - Service Exhibits</i>	<i>(SR-1871)</i>
<i>Volume 3 - Record Layouts</i>	<i>(SR-1872)*</i>
<i>Volume 3A - Edits</i>	<i>(SR-1873)</i>
<i>Volume 4 - Data Elements</i>	<i>(SR-1874)*</i>

Thanks

Sharon Foye

Manager - Wholesale Bill Media Support

VSO - Customer Financial Services

(908) 559-2376 (office)

(908) 698-2538 (cell)

sharon.foye@verizon.com

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]

Sent: Tuesday, July 03, 2007 4:35 PM

To: Foye, Sharon; profile.management@core.verizon.com

Cc: aweemes@cgminc.com; bdmurp@cgminc.com; FLATEL@aol.com

Subject: Re: [146] Verizon West DUF files rated

Ms. Foye,

I hope that you will understand when I say that this is not acceptable and I will need this data to support our bill reconciliation. FLATEL is being dramatically overcharged by Verizon and the only way to support our findings is to have this data in the format we requested.

With all due respect, I strongly suggest that you forward this email to your supervisor and have them contact the Technical Department to assist us in this matter.

Best regards,

Mr. Abby Matari

CEO / Corporate Development

FLATEL, Inc.

Florida Telephone Co.

Thursday, July 26, 2007 America Online

Subj: **Re: [146] Verizon West DUF files rated**
Date: 7/3/2007 4:28:12 P.M. Central Daylight Time
From: Flatelinc
To: aweemes@cgminc.com, bdmurp@cgminc.com, crcamp@cgminc.com, swatson@cgminc.com
CC: FLATEL

What are our options, we are getting hammered by these people...

AM

See what's free at AOL.com.

Thursday, July 26, 2007 America Online

Subj: **Telcordia Verizon Bill**
Date: 7/5/2007 9:44:30 A.M. Central Daylight Time
From: **Flatelinc**
To: **JCourtne@telcordia.com, JMartin4@telcordia.com**
CC: **FLATEL**

Joyce,

I obtained your information from Jean Martin regarding our bills from Verizon. We are resellers of home phone service through Verizon, but we can not read the over charges on their bills. Our services are offered on a prepaid basis so we will block our customers ability to use features such as 411, operator assistance, long distance and others but Verizon will allow these service and bill us in error.

When we receive our bills from Verizon, it includes many erroneous charges that we are not able to see so we were informed to contact Telcordia to help us. I hope that you can assist me in locating a company that audits the bills from Verizon and uses Telcordia, which I understand is the software company that process the bills for Verizon. I hope you understand what I am requesting but if not, please feel free to contact me at the number listed in my email below my title.

Best regards,
Mr. Abby Matari
CEO / Corporate Development
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
E AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
www.Flatel.net

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See what's free at AOL.com.

Thursday, July 26, 2007 America Online

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Thursday, July 05, 2007 10:45 AM
To: Courtney, Joyce C; Martin, Jean V
Cc: FLATEL@aol.com
Subject: Telcordia Verizon Bill

Joyce,

I obtained your information from Jean Martin regarding our bills from Verizon. We are resellers of home phone service through Verizon, but we can not read the over charges on their bills. Our services are offered on a prepaid basis so we will block our customers ability to use features such as 411, operator assistance, long distance and others but Verizon will allow these service and bill us in error.

When we receive our bills from Verizon, it includes many erroneous charges that we are not able to see so we were informed to contact Telcordia to help us. I hope that you can assist me in locating a company that audits the bills from Verizon and uses Telcordia, which I understand is the software company that process the bills for Verizon. I hope you understand what I am requesting but if not, please feel free to contact me at the number listed in my email below my title.

Best regards,
Mr. Abby Matari
CEO / Corporate Development
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
E AMatari@Flatel.net
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Thursday, July 26, 2007 America Online

Subj: **FW: Verizon Disputes**
Date: 7/6/2007 3:36:41 P.M. Central Daylight Time
From: asolar@flatel.net
To: Amatari@flatel.net

-----Original Message-----

From: Adri Solar [mailto:ASolar@Flatel.net]
Sent: Tuesday, May 10, 2005 4:39 PM
To: S. M. Akhimienho@Verizon. Com
Subject: FW: Verizon Disputes

We have several claims we had submitted and these new ones I need to submit. There used to be an email address on the website for billing claims which I can no longer find. Can you forward these to the correct department? We have more to send in tomorrow and are still looking for a solution for all the past bills we need in order to dispute all of the taxes and block charges that have occurred every month since day one. Is there anyone who can re-print all of our bills prior to 10-25-2004?

Thanks,

Adri

-----Original Message-----

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Tuesday, May 10, 2005 5:33 PM
To: ASolar@Flatel.net
Subject: Verizon Disputes

Thursday, July 26, 2007 America Online

Subj: **RE: Telcordia Verizon Bill**
Date: 7/9/2007 8:40:47 A.M. Central Daylight Time
From: jcourtne@telcordia.com
To: Flatelinc@aol.com
CC: jmartin4@telcordia.com

Mr. Matari,

In response to your inquiry, first of all, Telcordia does not process the billing for Verizon. Telcordia is responsible for providing the document specifications for the Carrier Access Billing Systems-Billing Outputs Specifications (CABS-BOS). These specifications are utilized by all the original RBOCs and several other TELCOs.

Verizon utilizes the CABS BOS specifications in the architecture of their individual billing systems.

Telcordia and representatives from these companies meet twice yearly to review, update/revise the CABS BOS documents. Telcordia then incorporates all updates/revisions into the CABS BOS documents which are then made available online for those companies who need to utilize the specifications within their own access billing systems.

In order to decipher your bill, you will likely need some of the CABS-BOS documents and will need to have a programmer format a system to read/download the specifications that you require. There are six volumes to a set of CABS BOS documents. The ones that you will most definitely need I have indicated below with an asterisk.

Volume 1 (SR-1868) - Bill and CSR Print Image

Volume 1A (SR-1869) - Phrase Codes

Volume 2 (SR-1871) - Service Exhibits

Volume 3 (SR-1872)* - Billing Data Tape (BDT records)

Volume 3A (SR-1873) - BDT Edits

Volume 4 (SR-1874)* Data Element

In order for you to obtain a clearer picture, please go to Telcordia's online document SuperStore and read the information provided for CABS-BOS

Below are the instructions for access to **Telcordia's SuperStore** for CABS BOS documents.

Sincerely,

Joyce Courtney
Project Manager
732-699-4388

Telcordia's SuperStore

www.telcordia.com

Click on "STORE" at top of page;

Click on gray box to Enter SuperStore;

In left column under "Document Center" select Carrier Access Billing Systems CABS

If you have any other questions concerning the CABS BOS documents, please call me at **732-699-4388**, and I will try to help you further.

The current members of the Technical Review Group (TRG) are the following:

AT&T (which includes representatives from the former SBC and BellSouth, as well as AT&T)
Verizon (which includes representatives from Verizon North, South and West)
Qwest Communications and Qwest Service Corporation
Communications Data Group
Windstream Information Technology and Windstream Communications (formerly ALLTEL)
Embarq (formerly Sprint Local)
CGI which represents Bell Canada
Telcordia Technologies

Thursday, July 26, 2007 America Online

Out of Office AutoReply: Telcordia Verizon Bill
Subj: **Out of Office AutoReply: Telcordia Verizon Bill**
Date: 7/10/2007 2:07:09 P.M. Central Daylight Time
From: sharon.foye@verizon.com
To: Flatelinc@aol.com

I will be out of the office on vacation from Friday, July 6th through Monday, July 16th. For urgent matters that need immediate attention regarding CLEC/Reseller, please contact Eileen Moynihan on 212-983-1931. For urgent matters that need immediate attention regarding Access, please contact Nancy Sciarrino on 908-559-2427. All other urgent matters, please contact Brian Garcia on 636-793-6048 in my absence. Otherwise, I will address your matter when I return to the office on Tuesday, July 17th.

Thursday, July 26, 2007 America Online

Subj: **RE: Telcordia Verizon Bill**
 Date: 7/10/2007 3:05:37 P.M. Central Daylight Time
 From: terry.thompson@verizon.com
 To: Flatelinc@aol.com

Abby, I have forward your email to the Clec Resale Billing Manager of Florida her name is Diana Bryan. I have plans of discussing your issues with her and I will work on getting a call set up to go over your issues.

Terry Thompson
 Account Manager Wholesale Sales
 Verizon Communications - Partner Solutions
 918-590-2664
 Fax- 918-590-1162
terry.thompson@verizon.com



-----Original Message-----

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Tuesday, July 10, 2007 2:06 PM
To: cheryl.p.kinch@core.verizon.com; Sharon.Foye@one.verizon.com; profile.management@core.verizon.com; terry.thompson@verizonbusiness.com; jcourtne@telcordia.com; JMartin4@telcordia.com
Cc: FLATEL@aol.com; crcamp@cgminc.com; bdmurp@cgminc.com; swatson@cgminc.com
Subject: Fwd: Telcordia Verizon Bill

To All,

It is my intent to bring this concern before everyone's attention in an effort to work towards a solution. It is my position that FLATEL has been erroneously overcharged by Verizon with feature charges that have been blocked during the initial ordering process as well as other charges which need immediate attention.

We have several claims that had been submitted in the past along with new ones, which needs to be submitted. We have made every attempt to request past bills in order to dispute all of the taxes and block charges that have occurred every month since day one. When we receive our bills from Verizon, it includes many erroneous charges that we are not able to see.

I regret to inform that we have exhausted every option to work with Verizon to obtain this information and we are now at the point where we feel legal action may be necessary. We are prepared to open a docket with the Public and Utility Commissions in each state in which we provide service notifying them of the erroneous charges and the difficulties to access the data from some CDs. I believe it is in your best interest to see to it that a copy of this email is forwarded to your legal department for immediate attention. Our intent is to resolve this matter amicably.

Best regards,

Mr. Abby Matari

CEO / Corporate Development

FLATEL, Inc.

Florida Telephone Co.

Telephone USA

2300 Palm Beach Lakes Blvd.

Executive Center Suite 100

West Palm Beach, FL 33409

E AMatari@Flatel.net

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Thursday, July 26, 2007 America Online

Subj: **Verizon 411 Blocks No PIC**
Date: 7/11/2007 9:57:00 A.M. Central Daylight Time
From: Flatelinc
To: sgiraldo@flatel.net, FLATEL

Sandra,

I got the message from Steve regarding Acc # 47811 and the 411 charges. He mentioned the ticket number being A0388782 and he confirmed that the blocks are correctly in place but that the customers are somehow dialing around the No PIC.

I need this information on an email from him so please email him if you can and have him reply to the details of the error and how he thinks we should resolve it because you need to forward it to others within our company. I need you to do this so we can have this information documented.

Thanks,
Abby

See what's free at AOL.com.

Thursday, July 26, 2007 America Online

Subj: **RE: Verizon 411 Blocks No PIC**
Date: 7/16/2007 3:26:08 P.M. Central Daylight Time
From: sgiraldo@flatel.net
To: Flatelinc@aol.com

Abby: I am going to forward you and Adri a Msg from Katheleen from the NOMC at Verizon regarding this info.

-----Original Message-----

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Wednesday, July 11, 2007 10:57 AM
To: sgiraldo@flatel.net; FLATEL@aol.com
Subject: Verizon 411 Blocks No PIC

Sandra,

I got the message from Steve regarding Acc # 47811 and the 411 charges. He mentioned the ticket number being A0388782 and he confirmed that the blocks are correctly in place but that the customers are somehow dialing around the No PIC.

I need this information on an email from him so please email him if you can and have him reply to the details of the error and how he thinks we should resolve it because you need to forward it to others within our company. I need you to do this so we can have this information documented.

Thanks,
Abby

See what's free at AOL.com.

Subj: **Verizon**
Date: 7/25/2007 4:25:38 P.M. Central Daylight Time
From: **Flatelinc**
To: **Levonne.S.Barry@Verizon.com**
CC: **FLATEL**

Ms. Barry,

I appreciate the phone call today and I am very happy to know that I can work with you towards resolving this matter and going forward. As per our discussion, I understand that our current Verizon bill in all states totals \$37,634.10. FLATEL is currently only servicing 552 active Verizon customers at this time which averages about \$68.17 per customer. We have been requesting assistance with this matter for some time now and no one has helped us.

I have attached for your review a spreadsheet with two tabs. The first Tab contains all of the TNs with FLATEL and the features they have. The second Tab contains the bill from Verizon outlining the over charges I am speaking of. Please note that all of the necessary blocks to prevent these charges are all in place.

This is a very serious problem and I am humbly requesting that you please assist me by any means possible. Anything you can do would be greatly appreciated.

Best regards,
Mr. Abby Matari
CEO / Corporate Development
FLATEL, Inc.
Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center Suite 100
West Palm Beach, FL 33409
E AMatari@Flatel.net
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